

Comparison of Billing & Collection Rates
SBCS and Unaffiliated Carriers

Attachment A-5a
Objective VII, Procedure 5

| Invoice Item | # of Carriers Billed at a Different Rate | Bill Rates | | |
|--|--|------------|---------------|-------------|
| | | SBCS | Other Carrier | Difference |
| B1D3 - Interstate transmission charge - received - TX | 31 | \$ - | \$ 0.0010 | \$ (0.0010) |
| B1D3 - Intrastate transmission charge - received - TX | 24 | - | 0.0010 | (0.0010) |
| B1G2A - Interstate bill message processing - tier 1 - ALL | 9 | 0.0300 | 0.1000 | (0.0700) |
| B1G2A - Intrastate bill message processing - tier 1 - AR OK MO | 9 | 0.0300 | 0.1000 | (0.0700) |
| B1G2A - Intrastate bill message processing - tier 1 - KS | 1 | 0.0200 | 0.1000 | (0.0800) |
| | 13 | 0.0200 | 0.0300 | (0.0100) |
| B1G2A - Intrastate bill message processing - tier 1 - TX | 17 | 0.0300 | 0.1000 | (0.0700) |
| B1G2B - Interstate bill message processing - tier 2 - ALL | 9 | 0.0300 | 0.0500 | (0.0200) |
| B1G2B - Intrastate bill message processing - tier 2 - AR OK MO | 9 | 0.0300 | 0.0500 | (0.0200) |
| B1G2B - Intrastate bill message processing - tier 2 - KS | 1 | 0.0200 | 0.0500 | (0.0300) |
| | 13 | 0.0200 | 0.0300 | (0.0100) |
| B1G2B - Intrastate bill message processing - tier 2 - TX | 1 | 0.0300 | 0.1000 | (0.0700) |
| | 16 | 0.0300 | 0.0500 | (0.0200) |
| B1G2C - Interstate bill message processing - tier 3 - ALL | 9 | 0.0100 | 0.0500 | (0.0400) |
| B1G2C - Intrastate bill message processing - tier 3 - AR OK MO | 9 | 0.0100 | 0.0500 | (0.0400) |
| B1G2C - Intrastate bill message processing - tier 3 - KS | 1 | 0.0200 | 0.0500 | (0.0300) |
| | 13 | 0.0200 | 0.0100 | 0.0100 |
| B1G2C - Intrastate bill message processing - tier 3 - TX | 17 | 0.0100 | 0.0500 | (0.0400) |
| B1K2 - Interstate bills rendered - ALL | 3 | - | 0.4000 | (0.4000) |
| | 1 | - | 0.5333 | (0.5333) |
| | 32 | - | 0.4033 | (0.4033) |
| B1K2 - Intrastate bills rendered - AR OK MO | 3 | - | 0.4000 | (0.4000) |
| | 1 | - | 0.5300 | (0.5300) |
| | 27 | - | 0.4033 | (0.4033) |
| B1K2 - Intrastate bills rendered - KS | 16 | - | 0.5550 | (0.5550) |
| | 1 | - | 0.5300 | (0.5300) |
| | 14 | - | 0.4033 | (0.4033) |
| B1K2 - Intrastate bills rendered - TX | 14 | - | 0.4000 | (0.4000) |
| | 16 | - | 0.4033 | (0.4033) |
| | 1 | - | 0.5300 | (0.5300) |
| B1M1F - Interstate mechanized toll adjustments - ALL | 4 | - | 0.0300 | (0.0300) |
| B1M1F - Intrastate mechanized toll adjustments - AR OK MO TX | 3 | - | 0.0300 | (0.0300) |
| | 1 | - | 0.0250 | (0.0250) |
| B1M1F - Intrastate mechanized toll adjustments - KS | 1 | - | 0.0250 | (0.0250) |
| | 2 | - | 0.0233 | (0.0233) |
| B1M2 - Intrastate special charge per adjustment - TX | 14 | - | 0.9000 | (0.9000) |
| B1Q1 - Interstate phrase summary text record - ALL | 2 | - | 0.0045 | (0.0045) |
| B1Q1 - Intrastate phrase summary text record - ALL | 1 | - | 0.0045 | (0.0045) |
| B2G3 - Interstate invoice summary record - ALL | 2 | - | 0.0500 | (0.0500) |
| B2G3 - Intrastate invoice summary record - AR OK MO | 2 | - | 0.0500 | (0.0500) |
| B2G3 - Intrastate invoice summary record - KS | 2 | - | 0.0200 | (0.0200) |
| B2G3 - Intrastate invoice summary record - TX | 2 | - | 0.0233 | (0.0233) |
| D6C - Interstate records transmitted to carrier - TX | 24 | - | 0.0010 | (0.0010) |
| D6C - Intrastate records transmitted to carrier - KS AR OK MO | 1 | - | 0.0010 | (0.0010) |
| D6C - Intrastate records transmitted to carrier - TX | 10 | - | 0.0001 | (0.0001) |
| | 11 | - | 0.0010 | (0.0010) |

Comparison of Billing & Collection Rates
ACI and Unaffiliated Carriers

Attachment A-5b
Objective VII, Procedure 5

| Invoice Item | # of Carriers Billed at a Different Rate | Bill Rates | | |
|--|--|------------|---------------|------------|
| | | ACI | Other Carrier | Difference |
| Casual Bills Rendered - interstate - ALL | 1 | \$ 0.4440 | \$ 0.0300 | \$ 0.4140 |
| Casual Bills Rendered - intrastate - ALL | 1 | \$ 0.4440 | \$ 0.0300 | \$ 0.4140 |
| Messages billed - interstate - ALL | 2 | \$ 0.1000 | \$ 0.0700 | \$ 0.0300 |
| | 1 | \$ 0.1000 | \$ 0.0600 | \$ 0.0400 |
| | 25 | \$ 0.1000 | \$ 0.0500 | \$ 0.0500 |
| Messages billed - intrastate - ALL | 2 | \$ 0.1000 | \$ 0.0700 | \$ 0.0300 |
| | 1 | \$ 0.1000 | \$ 0.0600 | \$ 0.0400 |
| | 25 | \$ 0.1000 | \$ 0.0500 | \$ 0.0500 |

Comparison of Rates Charged by SBC BOCs to Section 272 Affiliates to Rates Charged by SBC BOCs to Other Unaffiliated Entities

| Differences Noted in Rates Charged by Indiana Bell and Wisconsin Bell | | | | |
|--|-------------------------|--------------|---------------------|------------------|
| USOC | Class of Service | State | Customer | Unit Rate |
| CKC | CYRJX | Indiana | ACI-Muncie | \$ 25.00 |
| CKC | CYRJX | Indiana | Two Other Customers | 30.00 |
| CKC | CYRJX | Indiana | One Other Customer | 27.50 |
| CKC | CYRJX | Indiana | Two Other Customers | 23.00 |
| NRSX1 | CYRJX | Indiana | ACI-Muncie | 13.50 |
| NRSX1 | CYRJX | Indiana | Two Other Customers | 18.50 |
| NRSX1 | CYRJX | Indiana | One Other Customer | 14.50 |
| NRSX1 | CYRJX | Indiana | One Other Customer | 13.00 |
| LTG6X | MZC | Wisconsin | ACI-Brookfield | .96 |
| LTG6X | MZC | Wisconsin | One Other Customer | .48 |
| LTG6X | MZC | Wisconsin | One Other Customer | .66 |
| LTG6X | MZC | Wisconsin | Two Other Customers | 2.00 |
| TZ4X3 | MZC | Wisconsin | ACI-Brookfield | 160.00 |
| TZ4X3 | MZC | Wisconsin | One Other Customer | 60.00 |
| TZ4X3 | MZC | Wisconsin | One Other Customer | 68.00 |
| TZ4X3 | MZC | Wisconsin | One Other Customer | 49.00 |
| TZ4X3 | MZC | Wisconsin | Two Other Customers | 86.50 |
| WF8 | MZC | Wisconsin | ACI-Brookfield | 12.00 |
| WF8 | MZC | Wisconsin | One Other Customer | 8.00 |
| ZPAZD | MZC | Wisconsin | ACI-Brookfield | 430.00 |
| ZPAZD | MZC | Wisconsin | One Other Customer | 182.75 |

Service Category 1

Successful Completion According to Customer Desired Due Date

Definition:

The percentage of orders completed on or before the customer desired due date.

Exclusions:

- ☐ Spare Span facilities (SWBT only)
- ☐ Unbundling

Business Rules:

This service category includes the N, T, and C Service Orders with Activity Codes of A and R (Establish and Add in PB region). The orders counted will be the completed In Effect ("IE") orders. Both channelized and nonchannelized orders will be counted. Orders missed due to customer reasons will be included in the denominator and counted as "made" in the numerator. The Miss Codes designated as customer misses in each for 2000 are:

- ☐ AIT – C and D
- ☐ PB – C
- ☐ SNET – C and D
- ☐ SWBT – A, C, and D

Beginning 2001, all companies exclude A, C, and D.

Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXC's, CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1, T1, and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits.

Reporting Period:

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

| |
|--|
| Service Category 1 |
| Reported Products: The results will be reported by product. The products of interest are: <input type="checkbox"/> DS0 – Defined as all DS0, ISDN, both analog and digital. <input type="checkbox"/> DS1 – Defined as all DS1, T1, and ISDN Prime circuits. <input type="checkbox"/> DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. |
| Calculation: [(Completion Date less than or equal to the CDDD) + (Completion Date greater than CDDD when the miss code = customer)] / [Total IE N/T/C orders with Appropriate Activity Codes] If no CDDD, do not count; if no ACNA, do not count. |

| |
|---|
| Service Category 2 |
| Time from BOC Promised Due Date to Circuit being placed in service (measured in terms of percentage installed within each successive 24-hour period, until 95% installation completed) |
| Definition: The percentage of orders placed in service by the due date and in each successive 24-hour period until 95% of orders are in service. |
| Exclusions: <input type="checkbox"/> Spare Span facilities (SWBT only) <input type="checkbox"/> Unbundling |
| Business Rules: This service category includes the N, T, and C Service Orders with Activity Codes of A and R (Establish and Add in PB region). All completed In Effect (“IE”) orders will be counted, both channelized and nonchannelized. Orders missed due to customer reasons will be included in the denominator and counted as “made” in the numerator. The Miss Codes designated as customer misses in each region for 2001 are: <input type="checkbox"/> AIT – C and D <input type="checkbox"/> PB – C <input checked="" type="checkbox"/> SNET – C and D <input type="checkbox"/> SWBT – A, C, and D Beginning 2001, all companies exclude A, C, and D. Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs, |

Service Category 2

CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1, T1, and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits.

Results will be reported by calendar days in AIT, SNET, and SWBT. PB will report results based on business days.

- ☐ Effective 04/01/01 AIT; 05/01/01 SNET, SWBT will report business days for standardization purposes.

Reporting Period:

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Reported Products:

The results will be tracked and reported by product. The products included are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1, T1, and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits.

Calculation:

[Total IE N/T/C orders with the Appropriate Activity Codes with a (Completion Date less than or equal to the Due Date) or (a Completion Date greater than Due Date when missed for customer reasons)] (Counted as Day Zero) / [Total IE N/T/C orders with the Appropriate Activity Codes]. Add completed orders for each due date increment until 95% of the total is reached.

If no ACNA, do not count.

Service Category 3

Time to Firm Order Confirmation (measured in percentage received in each successive 24-hour period)

Definition:

The percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved.

Exclusions:

- ☐ Non DS0, DS1, and DS3 orders

Business Rules:

This service category includes the percentage of all Access Service Request orders from date received to date confirmed within a 24-hour period until 95% is achieved. This percentage also includes any customer errors. Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXC, CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital. All voice grade channel service (L*) and digital high capacity channel service HC0 (HS).
- ☐ DS1 – Defined as all DS1, T1, and ISDN Prime circuits. All digital high capacity channel service HC1 (HC) and digital high capacity channel service fractional T1 (HX).
- ☐ DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. All digital high capacity channel service HC3 (HF).

Reporting Period:

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Service Category 3

Reported Products:

The results will be reported by product. The products included are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital. All voice grade channel service (L*) and digital high capacity channel service HC0 (HS).
- ☐ DS1 – Defined as all DS1, T1, and ISDN Prime circuits. All digital high capacity channel service HC1 (HC) and digital high capacity channel service fractional T1 (HX).
- ☒ DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. All digital high capacity channel service HC3 (HF).

Calculation:

Total IE orders with a firm order confirmation / Total IE orders. Add firm order confirmations for each successive daily increment until 95% of the total is reached.

Service Category 4

Time from PIC Change Request to Implementation

Definition:

The percentage of complete and accurate PIC change requests implemented within each successive 6-hour period until 95% is achieved.

Exclusions:

- ☐ PIC requests where there is no underlying access arrangement in the central office
- ☐ PIC requests for lines that are PIC protected
- ☐ PIC requests that are originated through service orders
- ☐ PIC requests for lines that are not able to be PIC'ed

Business Rules:

This service category includes PIC only change requests from Long Distance providers that have established access service within the central office serving the line for which the request was intended. Only complete and accurate mechanized PIC requests for lines that can be PIC'ed are counted. PIC protected lines are excluded from the measure. This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:

- ☒ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All CICs within the 13-state territory have been classified into SBC and Affiliates, and Nonaffiliates. The SBC and Affiliates category includes the SBC

Service Category 4

BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXC's, CLEC's, ISPs, Paging companies, and Wireless providers. The results will be tracked by CIC for Nonaffiliated providers.

Effective 09/01 Texas can now be reported as a whole instead of by the previous three entities of Dallas, Houston, and San Antonio.

Reporting Period

This service category applies to each state in which SBC or an affiliate has received section 271 authorization. Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Calculation:

(Number of PIC requests where request date & time to completion date & time is within six hours) / (the total number of requests), divided into 6 hour intervals starting 0 hours to 5.99 hours.

Service Category 5

Mean Time to Restore

Definition:

The percentage of circuits restored within each successive 1-hour period after the trouble is reported.

Exclusions:

- ☐ Spare Span facilities (SWBT only)
- ☐ Unbundling
- ☐ Channelized circuits
- ☐ Non-CR trouble reports
- ☐ Nonnetwork troubles (IEC, CPE, INF)

Business Rules:

This service category includes the percentage of all nonchannelized, customer reported, measured trouble reports cleared in each 1-hour period until 95% is attained. Trouble reports will be excluded if they are found to be CPE problems outside the SBC network or within the ILEC or CLEC provided facilities, or should have been classified as informational.

Service Category 5

Results will be reported for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXC's, CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1 and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3 and higher speed (i.e., OC3, OC12) circuits.

Reporting Period:

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Reported Products:

The results will be tracked by product. The products included are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1 and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3 and higher speed (i.e., OC3, OC12) circuits.

Calculation:

$$\frac{[\text{Total nonchannelized, CR, measured trouble reports cleared}]}{[\text{Total nonchannelized, CR, measured trouble reports}]}$$
 for each 1-hour increment until 95% is reached.

If no ACNA, do not count.

Service Category 6

Time to Restore PIC After Trouble Report

Definition:

The percentage of PIC troubles cleared within each successive 1-hour period until 95% is achieved.

Exclusions:

- ☐ All categories of reports except category one (CD) and category two (CR) reports
- ☐ Trouble reports where trouble is not found in SBC Network

Service Category 6

- ☐ Trouble reports that are not classified as Type Codes 260, 871, 885, 886, 872, 873, 874
- ☐ Subsequent reports
- ☐ Trouble reports where the PIC and/or LPIC effective dates cannot be determined
- ☐ Trouble reports where the customer has no PIC or LPIC assigned

Business Rules:

This service category includes trouble reports that are reported to SBC by either the end-user customer or the LD provider where trouble was found in the SBC network and closed to disposition code 052X. The duration in hours from receipt of the trouble report until it is cleared will be used to calculate this measure. The trouble reports will have the following descriptions and type codes:

- ☐ Can't Call Long Distance (CCLD) – Type Code = 260
- ☐ PIC Verify or Repair – Type Code = 871, 885, 886, 872, 873, 874

This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Trouble reports received after the date(s) above are included in this service category.

Results will be reported for two entity categories:

1. SBC and Affiliates
2. Nonaffiliated long distance providers

The SBC and Affiliates category includes the SBC affiliated companies providing long distance service (BOCs, data affiliates, Internet affiliates, Wireless companies, and SBC Long Distance companies). Nonaffiliated long distance providers include IXC's, CLECs, ISPs, Paging companies, and Wireless companies.

Reporting Period:

This service category applies to each state in which SBC or an affiliate has received section 271 authorization. Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Service Category 6

Trouble reports received after the date(s) above are included in this service category.

Reports Produced for Subcategories:

1. IntraLATA long distance provider (LPIC)
2. InterLATA long distance provider (PIC)

The relevant entity and subcategory will be determined based on the PIC and/or LPIC designation that is present on the end-user account. When an account has both a PIC and LPIC assigned, then the associated trouble report will be counted twice, once base.

If unable to determine the PIC or LPIC assignments that were relevant to the time period when a trouble ticket was open, then that trouble ticket will be excluded from the measure.

Service Category 7

Mean Time to Clear Network Trouble

Definition:

The average number of hours to clear network trouble.

Exclusions:

- ☐ Spare Span facilities (SWBT only)
- ☐ Unbundling
- ☐ Channelized circuits
- ☒ Non-CR trouble reports
- ☐ Nonnetwork troubles (IEC, CPE, INF)

Business Rules:

This service category includes the Responsible Duration on all nonchannelized, customer reported, measured trouble reports. The results will be measured in hours and decimal hours. Trouble reports will be excluded if they are found to be CPE problems outside the SBC network or within the ILEC or CLEC provided facilities, or should have been classified as informational. Results will be reported for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DS0 – Defined as all DS0, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1 and ISDN Prime circuits.

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|--|
| Service Category 7 |
| Reporting Period: Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are: <input type="checkbox"/> Texas – July 10, 2000 <input checked="" type="checkbox"/> Kansas – March 7, 2001 <input checked="" type="checkbox"/> Oklahoma – March 7, 2001 |
| Reported Products: The results will be reported by product. The products of interest are: <input type="checkbox"/> DS0 – Defined as all DS0, ISDN, both analog and digital. <input type="checkbox"/> DS1 – Defined as all DS1, T1, and ISDN Prime circuits. |
| Calculation: [Total Responsible Duration on all nonchannelized, CR, measured trouble reports] / [Total nonchannelized, CR, measured trouble reports] If no ACNA, do not count. |

| Performance Measurement No. 1 Successful Completion According to Desired Due Date (measured in a percentage) | | | | | | | | | | |
|--|----------------|----------------------------|---------------------------|----------|----------------------------|---------------------------|----------|----------------------------|---------------------------|----------|
| State | Month | DS0 BOC & Affiliates | DS0 Non- Affiliates | Variance | DS1 BOC & Affiliates | DS1 Non- Affiliates | Variance | DS3 BOC & Affiliates | DS3 Non- Affiliates | Variance |
| Texas | July 2000 | 75.00% | 86.71% | (11.71%) | 73.72% | 84.74% | (11.02%) | 79.17% | 92.65% | (13.48%) |
| | August 2000 | 79.61% | 86.58% | (6.97%) | 74.54% | 81.89% | (7.35%) | 62.24% | 92.76% | (30.52%) |
| | September 2000 | 87.14% | 86.53% | 0.61% | 70.23% | 82.12% | (11.89%) | 68.52% | 87.50% | (18.98%) |
| | October 2000 | 89.13% | 88.46% | 0.67% | 74.31% | 80.14% | (5.83%) | 78.86% | 93.19% | (14.33%) |
| | November 2000 | 94.44% | 88.06% | 6.38% | 70.21% | 78.51% | (8.30%) | 86.84% | 93.33% | (6.49%) |
| | December 2000 | 94.23% | 84.01% | 10.22% | 75.35% | 75.28% | 0.07% | 85.71% | 94.48% | (8.77%) |
| | January 2001 | 89.39% | 86.29% | 3.10% | 75.00% | 68.47% | 6.53% | 78.86% | 85.11% | (6.25%) |
| | February 2001 | 92.93% | 73.73% | 19.20% | 60.47% | 74.48% | (14.01%) | 76.27% | 86.14% | (9.87%) |
| | March 2001 | 90.57% | 58.93% | 31.64% | 75.19% | 76.29% | (1.10%) | 75.37% | 87.02% | (11.65%) |
| | | | | | | | | | | |
| Oklahoma | March 2001 | 76.47% | 87.31% | (10.84%) | 81.97% | 72.82% | 9.15% | 90.00% | 68.18% | 21.82% |
| | | | | | | | | | | |
| Kansas | March 2001 | 93.33% | 87.12% | 6.21% | 95.19% | 80.49% | 14.70% | 100.00% | 81.25% | 18.75% |

| Performance Measurement No. 2 Time from BOC Promised Due Date to Circuit Being Placed in Service (measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed) | | | | | | | | | | |
|--|----------------|----------------------------|---------------------------|----------|----------------------------|---------------------------|----------|----------------------------|---------------------------|----------|
| State | Month | DS0 BOC & Affiliates | DS0 Non- Affiliates | Variance | DS1 BOC & Affiliates | DS1 Non- Affiliates | Variance | DS3 BOC & Affiliates | DS3 Non- Affiliates | Variance |
| Texas | July 2000 | 6 Days | Due Date | 6 Days | 12 Days | 5 Days | 7 Days | 22 Days | Due Date | 22 Days |
| | August 2000 | 10 Days | 1 Day | 9 Days | 15 Days | 8 Days | 7 Days | 21 Days | Due Date | 21 Days |
| | September 2000 | 6 Days | Due Date | 6 Days | 16 Days | 8 Days | 8 Days | 48 Days | Due Date | 48 Days |
| | October 2000 | Due Date | 1 Day | -1 Day | 11 Days | 10 Days | 1 Day | 3 Days | Due Date | 3 Days |
| | November 2000 | Due Date | 1 Day | -1 Day | 17 Days | 13 Days | 4 Days | 7 Days | Due Date | 7 Days |
| | December 2000 | Due Date | 2 Days | -2 Days | 34 Days | 21 Days | 13 Days | 9 Days | Due Date | 9 Days |
| | January 2001 | 7 Days | 3 Days | 4 Days | 41 Days | 26 Days | 15 Days | 17 Days | 4 Days | 13 Days |
| | February 2001 | 2 Days | 12 Days | -10 Days | 17 Days | 14 Days | 3 Days | 10 Days | 8 Days | 2 Days |
| | March 2001 | 7 Days | 5 Days | 2 Days | 11 Days | 12 Days | -1 Day | 26 Days | 2 Days | 24 Days |
| | | | | | | | | | | |
| Oklahoma | March 2001 | 1 Day | 1 Day | 0 | 6 Days | 13 Days | -7 Days | 14 Days | 1 Day | 13 Days |
| | | | | | | | | | | |
| Kansas | March 2001 | 112 Days | 10 Days | 102 Days | Due Date | 4 Days | -4 Days | Due Date | 42 Days | -42 Days |

| Performance Measurement No. 3 Time to Firm Order Confirmation (FOC) (the percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved) | | | | | | | | | | |
|--|----------------|----------------------------|---------------------------|------------------|----------------------------|---------------------------|--------------------------------------|----------------------------|---------------------------|--------------------------------------|
| State | Month | DS0 BOC & Affiliates | DS0 Non- Affiliates | Variance | DS1 BOC & Affiliates | DS1 Non- Affiliates | Variance | DS3 BOC & Affiliates | DS3 Non- Affiliates | Variance |
| Texas | July 2000 | 1 Day | N/A | 1 Day vs. N/A | 4 Days | Greater Than 5 Days | 4 Days vs. Greater than 5 Days | 3 Days | Greater Than 5 Days | 3 Days vs. Greater than 5 Days |
| | August 2000 | N/A | 1 Day | N/A vs. 1 Day | 3 Days | 5 Days | -2 Days | 1 Day | Greater Than 5 Days | 1 Day vs. Greater than 5 Days |
| | September 2000 | N/A | N/A | - | 2 Days | 4 Days | -2 Days | 2 Days | Greater Than 5 Days | 2 Days vs. Greater than 5 Days |
| | October 2000 | N/A | 1 Day | N/A vs. 1 Day | 1 Day | Greater than 5 Days | 1 Day Vs. Greater Than 5 Days | 1 Day | Greater than 5 Days | 1 Day vs. Greater than 5 Days |
| | November 2000 | N/A | N/A | - | 1 Day | Greater than 5 Days | 1 Day Vs. Greater Than 5 Days | 1 Day | Greater than 5 Days | 1 Day vs. Greater than 5 Days |
| | December 2000 | N/A | N/A | - | 1 Day | Greater than 5 Days | 1 Day Vs. Greater Than 5 Days | 1 Day | Greater than 5 Days | 1 Day vs. Greater than 5 Days |
| | January 2001 | N/A | 1 Day | N/A Vs. 1 Day | 2 Days | 2 Days | - | 1 Day | 5 Days | -4 Days |
| | February 2001 | N/A | N/A | - | 1 Day | 2 Days | -1 Day | 5 Days | Greater than 5 Days | 5 Days vs. Greater than 5 Days |
| | March 2001 | 1 Day | N/A | 1 Day Vs. N/A | 1 Day | 1 Day | - | 1 Day | 3 Days | -2 Days |
| | | | | | | | | | | |
| Oklahoma | March 2001 | N/A | N/A | N/A | 1 Day | 1 Day | - | 1 Day | Greater Than 5 Days | 1 Day vs. Greater than 5 Days |
| | | | | | | | | | | |
| Kansas | March 2001 | N/A | N/A | - | 1 Day | 1 Day | - | 1 Day | Greater Than 5 Days | 1 Day vs. Greater than 5 Days |

Note: N/A displayed when no orders were received during the period noted.

Attachment A-7
Objective VIII, Procedure 3

(percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)

3

| Texas | | Performance Measurement No. 4 Time to Restore and trouble duration (percentage restored within each successive 1 hour interval, until resolution of 95% of incidents) | | | | | | | | | | | | | | | | | |
|-----------------|----------------|---|----------------|----------|------------------|----------------|----------|------------------|----------------|----------|------------------|----------------|----------|------------------|----------------|----------|------------------|----------------|----------|
| DS1 | Period | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance |
| Within 1 Hour | July 2000 | 51.98% | 30.03% | 21.95% | 49.00% | 32.30% | 16.70% | 48.51% | 32.21% | 16.30% | 46.76% | 29.70% | 17.06% | 47.86% | 31.05% | 16.81% | 48.45% | 30.09% | 18.36% |
| Within 2 Hours | August 2000 | 66.90% | 50.41% | 16.49% | 64.61% | 53.33% | 11.28% | 64.26% | 49.94% | 14.32% | 62.15% | 46.79% | 15.36% | 61.45% | 49.65% | 11.80% | 60.14% | 47.30% | 12.84% |
| Within 3 Hours | September 2000 | 78.79% | 65.94% | 12.85% | 76.59% | 69.80% | 6.79% | 76.38% | 65.74% | 10.64% | 75.71% | 63.22% | 12.49% | 74.12% | 65.96% | 8.16% | 73.75% | 61.65% | 12.10% |
| Within 4 Hours | October 2000 | 83.45% | 74.77% | 8.68% | 84.03% | 79.55% | 4.48% | 82.77% | 75.40% | 7.37% | 81.58% | 74.27% | 7.31% | 81.94% | 75.81% | 6.13% | 80.43% | 71.34% | 9.09% |
| Within 5 Hours | November 2000 | 87.41% | 82.16% | 5.25% | 88.93% | 86.35% | 2.58% | 87.66% | 83.16% | 4.50% | 86.03% | 80.87% | 5.16% | 86.22% | 81.99% | 4.23% | 84.01% | 78.86% | 5.15% |
| Within 6 Hours | December 2000 | 90.44% | 86.32% | 4.12% | 92.92% | 90.41% | 2.51% | 92.13% | 87.83% | 4.30% | 89.68% | 85.09% | 4.59% | 89.20% | 86.41% | 2.79% | 88.31% | 85.43% | 2.87% |
| Within 7 Hours | January 2001 | 92.54% | 89.72% | 2.82% | 94.92% | 92.97% | 1.95% | 94.47% | 90.88% | 3.59% | 91.50% | 88.54% | 2.96% | 91.81% | 89.76% | 2.05% | 89.50% | 85.43% | 4.07% |
| Within 8 Hours | February 2001 | 94.64% | 92.21% | 2.43% | 96.19% | 94.42% | 1.77% | 95.53% | 93.16% | 2.37% | 93.93% | 91.06% | 2.87% | 93.48% | 91.84% | 1.64% | 90.93% | 88.20% | 2.73% |
| Within 9 Hours | March 2001 | 95.80% | 93.52% | 2.28% | | | (95.83%) | | 94.98% | (94.98%) | 95.34% | 92.81% | 2.53% | 94.79% | 93.85% | 0.94% | 92.36% | 90.01% | 2.35% |
| Within 10 Hours | April 2001 | | 94.61% | (94.61%) | | | 0.00% | | 95.91% | (95.91%) | | 94.48% | (94.48%) | 96.09% | 95.11% | 0.98% | 94.51% | 91.83% | 2.68% |
| Within 11 Hours | May 2001 | | 95.52% | (95.52%) | | | 0.00% | | | 0.00% | | 95.81% | (95.81%) | | | 0.00% | 95.47% | 92.56% | 2.91% |
| Within 12 Hours | June 2001 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 93.39% | (93.39%) |
| Within 13 Hours | July 2001 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 93.73% | (93.73%) |
| Within 14 Hours | August 2001 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 94.16% | (94.16%) |
| Within 15 Hours | September 2001 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 94.42% | (94.42%) |
| Within 16 Hours | October 2001 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 94.68% | (94.68%) |
| Within 17 Hours | November 2001 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 94.81% | (94.81%) |
| Within 18 Hours | December 2001 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 95.16% | (95.16%) |
| | January 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | February 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | March 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | April 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | May 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | June 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | July 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | August 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | September 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | October 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | November 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | December 2002 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | January 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | February 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | March 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | April 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | May 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | June 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | July 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | August 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | September 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | October 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | November 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | December 2003 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | January 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | February 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | March 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | April 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | May 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | June 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | July 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | August 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | September 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | October 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | November 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | December 2004 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | January 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | February 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | March 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | April 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | May 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | June 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | July 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | August 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | September 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | October 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | November 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | December 2005 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | January 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | February 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | March 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | April 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | May 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | June 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | July 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | August 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | September 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | October 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | November 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | December 2006 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | January 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | February 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | March 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | April 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | May 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | June 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | July 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | August 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | September 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | October 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | November 2007 | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| | December 2007 | | | 0.00% | | | 0.00% | | | | | | | | | | | | |

Performance Measure Differences

Attachment A-7
Objective VIII, Procedure 3

| Performance Measurement No. 4 Time to Restore and trouble duration (percentage restored within each successive 1 hour interval, until resolution of 95% of incidents) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|------------------|----------------|----------|------------------|----------------|----------|------------------|----------------|-----------|------------------|----------------|----------|------------------|----------------|-----------|------------------|----------------|-----------|------------------|----------------|----------|------------------|----------------|-----------|------------------|----------------|-----------|
| Texas | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DS3 | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | | BOC & Affiliates | Non-Affiliates | |
| Period | July 2000 | | Variance | August 2000 | | Variance | September 2000 | | Variance | October 2000 | | Variance | November 2000 | | Variance | December 2000 | | Variance | January 2001 | | Variance | February 2001 | | Variance | March 2001 | | Variance |
| Within 1 Hour | 50.00% | 77.78% | (27.78%) | 40.00% | 25.00% | 15.00% | 43.48% | 62.50% | (19.02%) | 36.36% | 27.27% | 9.09% | 71.43% | 33.33% | 38.10% | 90.91% | 54.55% | 36.36% | 28.57% | 50.00% | (21.43%) | 35.29% | 23.08% | 12.21% | 47.62% | 50.00% | (2.38%) |
| Within 2 Hours | 75.00% | 100.00% | (25.00%) | 66.67% | 66.67% | 0.00% | 65.22% | 81.25% | (16.03%) | 54.55% | 45.45% | 9.10% | | 66.67% | (66.67%) | | | 0.00% | 61.90% | 63.64% | (1.74%) | 64.71% | 61.54% | 3.17% | 61.90% | 85.71% | (23.81%) |
| Within 3 Hours | 100.00% | | 100.00% | | 75.00% | (75.00%) | 73.91% | | 73.91% | | 63.64% | (63.64%) | 85.71% | | 85.71% | 100.00% | 81.82% | 18.18% | 80.95% | 72.73% | 8.22% | 82.35% | 69.23% | 13.12% | 71.43% | | 71.43% |
| Within 4 Hours | | | 0.00% | | | 0.00% | | 87.50% | (87.50%) | 63.64% | 90.91% | (27.27%) | 100.00% | | 100.00% | | 90.91% | (90.91%) | 85.71% | | 85.71% | | 92.31% | (92.31%) | | | 0.00% |
| Within 5 Hours | | | 0.00% | | 83.33% | (83.33%) | 78.26% | 93.75% | (15.49%) | 72.73% | | 72.73% | | 83.33% | (83.33%) | | 100.00% | (100.00%) | 90.48% | 86.36% | 4.12% | 88.24% | | 88.24% | 85.71% | 92.86% | (7.15%) |
| Within 6 Hours | | | 0.00% | 86.67% | 100.00% | (13.33%) | 86.96% | | 86.96% | | | 0.00% | | | 0.00% | | | 0.00% | | 90.91% | (90.91%) | | 100.00% | (100.00%) | | 100.00% | (100.00%) |
| Within 7 Hours | | | 0.00% | 93.33% | | 93.33% | | 100.00% | (100.00%) | 81.82% | | 81.82% | | 100.00% | (100.00%) | | | 0.00% | 100.00% | 95.45% | 4.55% | | | 0.00% | | | 0.00% |
| Within 8 Hours | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 9 Hours | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 10 Hours | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 11 Hours | | | 0.00% | 100.00% | | 100.00% | | | 0.00% | 90.91% | | 90.91% | | | 0.00% | | | 0.00% | | | 0.00% | | 94.12% | | 94.12% | | 0.00% |
| Within 12 Hours | | | 0.00% | | | 0.00% | 91.30% | | 91.30% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 13 Hours | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 15 Hours | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | 100.00% | (100.00%) | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 16 Hours | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 21 Hours | | | 0.00% | | | 0.00% | 100.00% | | 100.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 23 Hours | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% | | | 0.00% |
| Within 27 Hours | | | 0.00% | | | 0.00% | | | 0.00% | 100.00% | | 100.00% | | | 0.00% | | | 0.00% | | | 0.00% | 100.00% | | 100.00% | | | 0.00% |

| Performance Measurement No. 4 Time to Restore and trouble duration (percentage restored within each successive 1 hour interval, until resolution of 95% of incidents) | | | | | | | | | |
|---|------------------|----------------|----------|------------------|----------------|----------|------------------|----------------|----------|
| Oklahoma | | | | | | | | | |
| Period | DS0 | | | DS1 | | | DS3 | | |
| | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance |
| Within 1 Hour | 60.98 % | 33.55 % | 27.43 % | 41.46 % | 30.85 % | 10.61 % | 100.00 % | | 100.00 % |
| Within 2 Hours | 68.29 % | 49.34 % | 18.95 % | 58.54 % | 47.52 % | 11.02 % | | | 0.00 % |
| Within 3 Hours | 80.49 % | 63.16 % | 17.33 % | 71.54 % | 62.77 % | 8.77 % | | | 0.00 % |
| Within 4 Hours | 82.93 % | 71.05 % | 11.88 % | 82.93 % | 78.01 % | 4.92 % | | | 0.00 % |
| Within 5 Hours | 87.80 % | 76.32 % | 11.48 % | 87.80 % | 86.88 % | 0.92 % | | | 0.00 % |
| Within 6 Hours | 92.68 % | 80.92 % | 11.76 % | 92.68 % | 91.13 % | 1.55 % | | | 0.00 % |
| Within 7 Hours | 95.12 % | 84.87 % | 10.25 % | 96.75 % | 93.62 % | 3.13 % | | | 0.00 % |
| Within 8 Hours | | 86.18 % | (86.18%) | | 93.97 % | (93.97%) | | | 0.00 % |
| Within 9 Hours | | 88.82 % | (88.82%) | | 95.39 % | (95.39%) | | | |
| Within 10 Hours | | 92.76 % | (92.76%) | | | | | | |
| Within 11 Hours | | | 0.00 % | | | | | | |
| Within 12 Hours | | 93.42 % | (93.42%) | | | | | | |
| Within 13 Hours | | 94.74 % | (94.74%) | | | | | | |
| Within 14 Hours | | 95.39 % | (95.39%) | | | | | | |
| Kansas | | | | | | | | | |
| Within 1 Hour | 58.82 % | 30.71 % | 28.11 % | 37.50 % | 28.57 % | 8.93 % | | | 0.00 % |
| Within 2 Hours | 64.71 % | 47.86 % | 16.85 % | 51.39 % | 46.33 % | 5.06 % | 33.33 % | 66.67 % | (33.34%) |
| Within 3 Hours | 73.53 % | 61.43 % | 12.10 % | 66.67 % | 62.16 % | 4.51 % | 66.67 % | | 66.67 % |
| Within 4 Hours | 82.35 % | 72.86 % | 9.49 % | 81.94 % | 73.36 % | 8.58 % | | | 0.00 % |
| Within 5 Hours | 91.18 % | 78.57 % | 12.61 % | 87.50 % | 80.69 % | 6.81 % | 100.00 % | 100.00 % | 0.00 % |
| Within 6 Hours | 94.12 % | 86.43 % | 7.69 % | 93.06 % | 88.03 % | 5.03 % | | | 0.00 % |
| Within 7 Hours | 97.06 % | 88.57 % | 8.49 % | | 91.89 % | (91.89%) | | | 0.00 % |
| Within 8 Hours | | 89.29 % | (89.29%) | 94.44 % | 93.44 % | 1.00 % | | | 0.00 % |
| Within 9 Hours | | 90.00 % | (90.00%) | 95.83 % | 94.98 % | 0.85 % | | | 0.00 % |
| Within 10 Hours | | 91.43 % | (91.43%) | | 95.75 % | (95.75%) | | | |
| Within 11 Hours | | 92.86 % | (92.86%) | | | 0.00 % | | | |
| Within 12 Hours | | 93.57 % | (93.57%) | | | 0.00 % | | | |
| Within 15 Hours | | | 0.00 % | | | 0.00 % | | | |
| Within 17 Hours | | 95.00 % | (95.00%) | | | | | | |

| Performance Measurement No. 5 | | | | | | | |
|--|------------------|----------------|----------|----------------|------------------|----------------|----------|
| Mean time to clear network/average duration of trouble | | | | | | | |
| (Measured in hours) | | | | | | | |
| DS0 | | | | DS1 | | | |
| Texas | | | | | | | |
| Period | BOC & Affiliates | Non-Affiliates | Variance | Period | BOC & Affiliates | Non-Affiliates | Variance |
| July 2000 | 2.96 | 4.36 | (1.40) | July 2000 | 2.28 | 4.24 | (1.96) |
| August 2000 | 2.17 | 4.18 | (2.01) | August 2000 | 2.49 | 3.03 | (0.54) |
| September 2000 | 2.70 | 3.80 | (1.10) | September 2000 | 2.16 | 2.92 | (0.76) |
| October 2000 | 3.43 | 3.38 | 0.05 | October 2000 | 2.52 | 3.40 | (0.88) |
| November 2000 | 4.95 | 3.94 | 1.01 | November 2000 | 2.52 | 3.14 | (0.62) |
| December 2000 | 3.03 | 4.74 | (1.71) | December 2000 | 2.88 | 3.87 | (0.99) |
| January 2001 | 2.33 | 4.15 | (1.82) | January 2001 | 2.54 | 3.56 | (1.02) |
| February 2001 | 3.25 | 3.74 | (0.49) | February 2001 | 2.42 | 3.13 | (0.71) |
| March 2001 | 3.42 | 3.36 | 0.06 | March 2001 | 2.44 | 3.01 | (0.57) |
| Oklahoma | | | | | | | |
| March 2001 | 1.68 | 3.69 | (2.01) | March 2001 | 2.29 | 2.83 | (0.54) |
| Kansas | | | | | | | |
| March 2001 | 1.97 | 3.56 | (1.59) | March 2001 | 2.78 | 3.13 | (0.35) |

| Performance Measurement No. 6 Time from PIC change request to implementation | | | | | | | |
|--|-------------|------------|-------------------------------|-------------|------------|--|--------------------------|
| (Measured in terms of percentage implemented within each successive 6 hour period, until 95 % completed) | | | | | | | |
| Texas | | | | | | | |
| BOC & Affiliates | | | Non-Affiliates | | | | Variance |
| Period | | | Period | | | | |
| July 1 – September 30, 2000 | Dallas | 7-12 hours | July 1 – September 30, 2000 | Dallas | 7-12 hours | | N/A |
| | Houston | 0-6 hours | | Houston | 7-12 hours | | N/A |
| | San Antonio | 0-6 hours | | San Antonio | 7-12 hours | | N/A |
| | | | | | | | |
| October 1 – December 31, 2000 | | | October 1 – December 31, 2000 | Dallas | 0-6 hours | | N/A |
| | | | | Houston | 0-6 hours | | N/A |
| | | | | San Antonio | 0-6 hours | | N/A |
| | | | | | | | |
| January 1 – March 31, 2001 | Dallas | 0-6 hours | January 1 – March 31, 2001 | Dallas | 0-6 hours | | 0 |
| | Houston | 0-6 hours | | Houston | 0-6 hours | | 0 |
| | San Antonio | 0-6 hours | | San Antonio | 0-6 hours | | 0 |
| | | | | | | | |
| Oklahoma | | | | | | | |
| January 1 – March 31, 2001 | | 7-12 hours | January 1 – March 31, 2001 | | 0-6 hours | | 7-12 hours vs. 0-6 hours |
| Kansas | | | | | | | |
| January 1 – March 31, 2001 | | 0-6 hours | January 1 – March 31, 2001 | | 0-6 hours | | 0 |

| Performance Measurement No. 7 Time to restore PIC after trouble incident | | | | | | |
|--|------------------|----------------|--------------|------------------|----------------|--------------|
| (Measured by percentage restored within each successive 1 hour interval, until resolution of 95% restored) | | | | | | |
| | PIC | | | LPIC | | |
| | BOC & Affiliates | Non-Affiliates | Variance | BOC & Affiliates | Non-Affiliates | Variance |
| Period | Within (Hrs) | Within (Hrs) | Within (Hrs) | Within (Hrs) | Within (Hrs) | Within (Hrs) |
| Texas | | | | | | |
| July 2000 | 143 | 94 | 49 | 130 | 96 | 34 |
| August 2000 | 154 | 126 | 28 | 147 | 122 | 25 |
| September 2000 | 144 | 115 | 29 | 139 | 117 | 22 |
| October 2000 | 143 | 93 | 50 | 92 | 97 | (5) |
| November 2000 | 140 | 119 | 21 | 147 | 109 | 38 |
| December 2000 | 123 | 124 | (1) | 140 | 95 | 45 |
| January 2001 | 143 | 94 | 49 | 123 | 123 | - |
| February 2001 | 156 | 79 | 77 | 146 | 72 | 74 |
| March 2001 | 97 | 69 | 28 | 94 | 63 | 31 |
| Oklahoma | | | | | | |
| March 2001 | 43 | 93 | (50) | 92 | 70 | 22 |
| Kansas | | | | | | |
| March 2001 | 29 | 48 | (19) | 33 | 48 | (15) |